

System Map 2, Feedback Loops

Document Control # 10092SUPPORT FOR (AGENCY): DFRFOCUS AREA: DFR Local Office**FEEDBACK LOOPS:**

Program Integrity (Central Office Quality Controls):
(Self-Sufficiency vs. Dependency, error rates)

FEEDBACK LOOPS:

Application Aging Reports, Tracking Delay points in 1

<u>Suppliers</u>	<u>Inputs</u>	<u>Processes/Functions</u>	<u>Outputs</u>	<u>Customers</u>
Central Office Applicants Medical Providers Employers Landlords/utility co. Vendors (banks, Insurance co.) Taxpayers Community Agencies: (trustee, local schools, Social Security Ad. United Way) Step Ahead Council Legal Community (incl. local) Federal Government Contractors Hospitals Other DFR Offices Nursing Homes Local office staff Division of Child Services (DCS) Hoosier Healthwise Enrollment Centers	Central Office policy Community policy Local office policy Flash bulletins Collateral verifications Application Local office budget Responses with Information Requests for Information Transferred in cases Staff training Referrals	<u>Primary</u> 10078 Receiving Applications 10087 Intake Interviews 10088 Eligibility Determination-workers 10090 On-going case management-workers 10091 DFR Local Office Administration 10109 On-going Case Management (Management) <u>Supporting</u> <u>Technical - Primary:</u> 10127 ICES IOT PC & Network Support COGNOS Data Warehouse <u>Technical - Secondary:</u> ICWIS AIM BMV FIST DWD HCI CMS BOSS SYSTEM ISETS CITRIX SYSTEM S.A.V.E.	Benefits: Health insurance, Cash, Food, Child care IMPACT (referrals, work programs, supportive services assessments) Hearings & Appeals Paperwork Benefit recovery Community Outreach Correct benefits Eligibility decisions Estate Recovery (trusts)	Applicant Medical providers Taxpayers Retailers Landlord & utility co. Workforce Central office Community agencies

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